

Alameda County HMIS

Agency Remote Access Request Form v. 2022.0

Note: This request form must be completed for each workstation/computer located outside of the agency/jurisdiction's network system that the agency/jurisdiction wishes to use to remotely access the Alameda County HMIS system.

Agency Name:

Agency Location:

Requested by:

Remote Access Computer Location:

Remote Access Computer Serial #:

Minimum System Requirements for accessing HMIS software:

Computer: 500 Mhz or higher PC

• Web Browser: Microsoft Internet Explorer 11 or higher or
Google Chrome, or Mozilla Firefox

• Hard Drive: 6 GB

• 128 MB RAM

• Internet Connectivity (broadband or high-speed), not dial-up

• SVGA monitor with 800x600+ resolution

• Keyboard and Mouse

The workstation/computer meets these minimum system requirements: YES NO

Firewall Software installed:

(name and version):

Last Updated:

Anti-virus Software installed:

(name and version):

Last Updated:

1. Is computer automatically updated on virus definitions? YES NO

If YES, indicate Automatic Update Schedule:

2. Indicate anti-virus scan schedule:

3. Anti-virus Software automatically scans files
as they are accessed.

YES NO

Agency Remote Access Request Form (continued)

4. A password protected screensaver is installed for each user. YES NO
5. No log-in or password information is posted or stored at or near the workstation. YES NO
6. The workstation supports 128-bit encryption. YES NO
7. The workstation has a DSL connection. YES NO

If NO, indicate the type of internet connection:

8. The workstation is not usable by unauthorized individuals. YES NO
9. Is there a local printer connected to this workstation? YES NO
10. Is the workstation located in a secure area that cannot be viewed by the public? YES NO

By: Date:

Agency Technical Administrator

Please send a copy of this Agency Remote Access Request Form to the HMIS System Administrator at: hmissupport@achmis.org upon completion.

The System Administrator will notify you within 10 days as to status of request.

Received by HMIS System Administrator on: Date: _____

Action: Approved for Remote Access Not Approved

Comments:

By: _____

Date: _____

HMIS System Administrator

Agency Technical Administrator notified on: Date: _____

5.1 Unauthorized Remote Access:

Policy:

Access to the HMIS system is allowed only from authorized agency locations. Remote access (from an unauthorized agency location to the HMIS system) is not permitted under any circumstances. Such access is considered a breach of security and confidentiality and will result in consequences up to and including termination of user rights and potentially termination of employment as detailed in this manual. The HMIS System Administrator will monitor access of the HMIS system to ensure compliance with the access policy. Agencies/jurisdictions must monitor all staff to ensure such compliance.

Procedure:

- A. In addition to the HMIS system-provided Privacy Training, the agency/jurisdiction shall make this policy and its consequences known to all licensed users.
- B. If a breach of security occurs, the agency/jurisdiction HMIS Manager will provide CoC staff with a written notice and plan for rectifying the infraction and monitoring against further such infractions.
- C. **Agencies wishing to authorize remote workstations as a secure and compliant authorized agency location must submit a written request to the agency Technical Administrator who will physically inspect the remote workstation for security compliance as detailed in the HUD Homeless Management Information Systems (HMIS); Data and Technical Standards Final Notice. If remote workstations comply with the security standards, the Technical Administrator will complete the Authorized Remote Access Form and submit it to the ACHMIS System Administrator.**
- D. **An authorized remote site must be inspected by the Technical Administrator once a quarter to insure the firewall is functioning properly and the virus software is up to date. Each visit will be documented on an Authorized Remote Access Form and submitted to the HMIS System Administrator.**
- E. **Council staff or its designee may monitor the remote access inspection records from the agency/jurisdiction or HMIS System Administrator.**